AMENDMENTS TO THE CLAIMS

1.   (currently amended) A method of monitoring the operation of a deployed web site system, the method comprising:

     (a)   monitoring response times of a web site system as seen from multiple geographic locations, including locations that are geographically remote from each other and from the web site system;

     (b)   concurrently with (a), monitoring a plurality of server resource utilization parameters associated with the web site system from a computer that is local to the web site system; and

     (c)   ~~displaying~~ automatically analyzing the response times and server resource utilization parameters as monitored in (a) and (b) over a selected time period ~~as a function of time to allow an operator~~ to evaluate whether a correlation exists between changes in the response times and changes in values of the plurality of server resource utilization parameters.

2.   (original) The method of Claim 1, wherein (a) comprises monitoring the response times from agent computers in at least some of the multiple geographic locations.

3.   (original) The method of Claim 1, wherein (a) comprises passively monitoring traffic resulting from actual web site users in at least some of the multiple geographic locations.

4.   (original) The method of Claim 1, wherein (a) comprises generating page requests from a data center, and sending the page requests to the web site system via Internet points of presence located in at least some of the multiple geographic locations.

5.   (original) The method of Claim 1, wherein (b) comprises monitoring at least one server resource utilization parameter of a web server.

6.   (original) The method of Claim 1, wherein (b) comprises monitoring at least one server resource utilization parameter of an application server.

7.   (original) The method of Claim 1, wherein (b) comprises monitoring at least one server resource utilization parameter of a database server.

8.   (original) The method of Claim 1, wherein (b) comprises monitoring at least one server resource utilization parameter of a network device.

9.   (original) The method of Claim 8, wherein the network device is a router.

10.   (original) The method of Claim 8, wherein the network device is a bridge.

11.   (original) The method of Claim 1, further comprising applying a statistical algorithm to a sequence of response time measurements resulting from (a) to automatically detect a degradation in performance.

12.   (original) The method of Claim 11, further comprising processing server resource utilization measurements resulting from (b) to identify at least one server resource parameter having a correlation with the degradation in performance.

13.   (currently amended) A system for monitoring performance of a deployed transactional server, the system comprising:

a first agent configured to monitor a transactional server over a network, the first agent collecting performance data including response times of the transactional server;

a second agent configured to monitor server resource utilization of the transactional server, the second agent collecting data on one or more server resource utilization parameters, wherein the second agent monitors server resource utilization ~~substantially concurrent with monitoring of the transactional server by~~ over a time period in which the first agent monitors the transactional server; and

~~a report-generating component configured to generate reports based at least on the data collected by the first and second agents, wherein at least one of the generated reports associates~~ an analysis component that automatically detects correlations between response times of the transactional server as monitored by the first agent ~~with~~ and particular server resource utilization parameters as monitored by the second agent.

14.   (original) The system of Claim 13, wherein the first agent is configured to monitor network hop delays.

15.   (original) The system of Claim 13, wherein the first agent sends request messages to the transactional server to measure the response times.

16.   (original) The system of Claim 13, wherein the first agent passively monitors traffic between client computers and the transactional server to measure the response times.

17.   (currently amended) The system of Claim 13, ~~wherein the~~ further comprising a report generating component that generates reports associating the response times with the server resource utilization parameters by displaying the response times and the server resource utilization parameters on a time-synchronized graph to permit a human operator to ~~determine whether a correlation exists between the response times and the server resource utilization parameters~~ evaluate correlations detected by the analysis component.

18.   (original) The system of Claim 13, wherein the second agent is configured to monitor server resource utilization of a database server.

19.   (currently amended) The system of Claim 13, further comprising an analysis component that automatically detects correlations between response times and server resource utilization parameters, wherein the analysis component analyzes sequences of values of said response times to automatically detect degradations in the performance of the transactional server.

20.   (currently amended) A method for monitoring the performance of a transactional server, the method comprising:

receiving performance data from a plurality of computers geographically distributed across a network, the plurality of computers executing transactions on a transactional server while monitoring associated response times;

receiving server resource utilization data from a computer that monitors server resource utilization of the transactional server during execution of the transactions by the plurality of computers; and

~~displaying the performance data in association with corresponding server resource data~~ automatically analyzing the performance data and the server resource utilization data to detect correlations between the performance of the transactional server and one or more particular server resource utilization parameters.

21.   (original) The method of Claim 20, wherein the performance data includes time stamps for associating the performance data and the server resource utilization data.

22.   (original) The method of Claim 20, wherein the server resource utilization data includes central process unit (CPU) utilization data associated with the transactional server.

23.   (original) The method of Claim 20, wherein the server resource utilization data includes memory allocation data.

24.   (original) The method of Claim 20, wherein the server resource utilization data includes at least one of the following: hits per second data, requests queued data, current connections data, connection attempts data, or disk utilization data.

25.   (currently amended) A method of monitoring the operation of a deployed transactional server, the method comprising:

    (a)   monitoring response times of the transactional server as seen from multiple geographic locations, including locations that are geographically remote from each other and from the transactional server;

    (b)   concurrently with (a), monitoring a plurality of server resource utilization parameters associated with the transactional server; and

    (c)   ~~displaying data indicative of~~ programmatically evaluating whether a correlation exists between changes in the response times and changes in values of the plurality of server resource utilization parameters over time.

26.   (currently amended) The method of Claim 25, wherein (c) comprises ~~displaying~~ automatically analyzing response time data and server resource utilization data resulting from (a) and (b), respectively~~, on a like time scale to permit a human operator to determine whether the correlation exists~~.

27.   (currently amended) The method of Claim 26, ~~wherein (c) comprises~~ further comprising displaying, for ~~an operator-selected~~ a selected time window, a graph of the response times and a graph of at least one of the server resource utilization parameters.

28.   (original) The method of Claim 26, wherein (c) comprises analyzing response time data and server resource utilization data resulting from (a) and (b) with an automated analysis system that automatically detects correlations.

29.   (original) The method of Claim 25, wherein the transactional server is a web site system.

30.   (new) The method of Claim 1, further comprising, in response to detecting in (c) a correlation between a response time degradation and a particular server resource utilization parameter, providing a visual representation of said correlation to a user.

31.   (new) A computer system programmed to perform the method of Claim 1.

32.   (new) A computer system programmed to perform the method of Claim 20.

33.   (new) A computer-implemented method of analyzing the performance of a server system, the method comprising:

monitoring a first performance parameter of the server system over a period of time to generate a series of values of the first performance parameter, wherein the server system responds to requests from clients during said period of time;

monitoring a second performance parameter of the server system over said period of time to generate a series of values of the second performance parameter; and

automatically analyzing the values of the first and second performance parameters to evaluate whether a correlation exists between the first performance parameter and the second performance parameter.

34.   (new) The method of Claim 33, wherein the first performance parameter is a response time parameter.

35.   (new) The method of Claim 34, wherein the second performance parameter is a server resource utilization parameter.

36.   (new) The method of Claim 34, wherein the second performance parameter is an operating system resource parameter.

37.   (new) The method of Claim 33, wherein the step of automatically analyzing the values of the first and second performance parameters is performed in response to a user action.

38.   (new) A computer system programmed to perform the method of Claim 33.

39.   (new) A computer program which embodies the method of Claim 33 represented in computer storage.

SUBSTANCE OF TELEPHONE INTERVIEW

On August 23, 2005, Applicants' representative, Ron Schoenbaum, conducted a telephone interview with Examiner Michael Won to discuss the outstanding rejection. During the interview, Mr. Schoenbaum pointed out specific limitations in Claims 1, 12, 13, 20, 22 and 25 that, he believes, provide patentable distinctions over the cited art, and particularly Sweet et al. Examiner Won commented that he would be more inclined to allow the present application if Applicants added language regarding the automated detection of correlations. Mr. Schoenbaum and Examiner Won also briefly discussed the relationship between the present application and Applicants' U.S. Pat. No. 6,738,933.